

STATEMENT OF WORK

PEACE CORPS MEDICAL CONTRACTOR (PCMC) in Zambia

The services to be performed under this contract will be subject to the ultimate responsibility, authority and medical supervision of the Peace Corps Associate Director for Volunteer Support (AD/VS) with assistance from the Country Director (CD).

The required/preferred skill level of the Peace Corps Medical Contractor (PCMC) shall be a Physician. The PCMC shall work 40 hours per week.

I. Professional qualifications

A. Physician: The Contractor shall have a valid, current, active license to practice as a Physician in one of the 50 United States, or country where license was obtained.

It shall be the responsibility of the PCMC-Physician to maintain a current valid license to practice medicine in one of the 50 United States, or country where license was obtained, at all times during the performance period of this contract while serving as a PCMC in any country.

II. Scopes of Practice

1. PHYSICIAN (MD/DO) SCOPE OF PRACTICE

The Contractor shall:

- Provide diagnostic, therapeutic, and preventative ambulatory healthcare services to Volunteers which includes assessment, diagnosis and management of acute episodic and chronic illness.
- Perform comprehensive physical exams for close of service and health status.
- Order, conduct, and interpret diagnostic and laboratory tests including, but not limited to EKGs, x-rays, spirometry, etc.
- Prescribe pharmacologic agents and non-pharmacologic therapies that comply with the Medical Technical Guidelines. Serve as a medical prescriber for RNs and advisor to NPs and PAs.
- Provide mental health counseling to Trainees and Volunteers.
- Collaborate with peer PCMCs, consultants and Volunteer Support to develop and continuously evaluate an integrated Volunteer-centered health care plan to include further testing, specialist referral, medication, therapy, diet or life-style changes.
- Promote health and prevent illness and injury by providing health information and training to Trainees and Volunteers.

- Promote a safe and therapeutic environment through a QI program.
- Acquire and apply critical new knowledge and technologies to the practice domain
- Accept responsibility for knowing the legal, ethical, and professional parameters of practice, maintain those boundaries and acknowledge when a decision or action has not been in the best interest of a Volunteer while taking corrective action in the Volunteer's behalf.

III. Services to Be Provided

1. The PCMC shall perform the following clinical care and administrative services in accordance with the policies promulgated in the Peace Corps Manual and the Medical Technical Guidelines. A copy of the Peace Corps Manual and Medical Technical Guidelines shall be provided by the Peace Corps in the country of assignment and are incorporated herein by reference. The contractor shall provide and perform the clinical and administrative services listed herein, in support of the Peace Corps Volunteers and Trainees in his/her country of assignment. For purposes of this statement of work, Peace Corps Volunteers (PCVs) shall include Trainees.

2. The PCMC shall also provide health and medical care to such other persons as required by the Peace Corps, which may include employees and/or contractors of the Peace Corps and other United States Government agencies. In such cases, the PCMC, upon request, may be provided a copy of the agreement between the Peace Corps and the Department of State that provides malpractice protection for the PCMC.

3. The PCMC, as delegated by the AD/VS, is responsible for establishing and managing the in-country Volunteer Health Support Program. The PCMC acts as both program manager and clinician. The PCMC shall perform the following functions:

A. Safety and Security

A.1. With all other Peace Corps staff, the Contractor shall share responsibility for the safety and security of Peace Corps Volunteers by remaining current on safety and security policies and procedures and making safety and security the first priority.

A.2. The Contractor shall provide input for developing and updating safety and security procedures and reporting formats for use by staff, PCVs and counterparts.

B. Prevention and health education

The Contractor shall:

B.1. Plan, coordinate and provide health education to Volunteers, both during formal in-country training programs, and throughout their tour, through the use of newsletters, health handbooks, individual health education sessions, and other activities.

B.2. Provide preventive health services, including immunizations, periodic health evaluations and preventive treatments.

B.3. Establish and maintain a monitoring program in order to ensure 100% Volunteer compliance with Peace Corps health maintenance requirements such as obtaining immunizations on schedule or taking malaria prophylaxis.

B.4. Participate in the process of site selection (living and work sites); provide ongoing site evaluations. Make written professional recommendations for site improvements or changes if indicated.

C. Clinical care

The Contractor shall:

C.1. Provide clinical care, including the assessment and management of health problems. This includes the provision of primary care for common illnesses and injuries appropriate to the contractor's training and credentials and as set forth in the Medical Technical Guidelines.

C.2. Arrange for prompt diagnostic consultations with physicians, dentists, specialists, laboratories or other facilities in cases where the provision of health care requires medical skills or facilities beyond the professional capability of the contractor. The PCMC has oversight and approval responsibilities for referred health care.

C.3. Maintain current, complete and accurate records on all PCV consultations and treatment (including laboratory and x-ray reports) in each PCV's health record. This includes counseling notes, referrals, individual health education sessions, telephone consultations and correspondence between the Volunteer and the PCMC.

C.4. Establish and maintain an in-country referral network of health care providers – identify and evaluate consultants, facilities and services. Write and up-date, as required in the VS Country Health Resource Survey (CHRS), a directory of in-country consultants and facilities.

C.5. Coordinate, in collaboration with other Peace Corps staff, the medical evacuation of PCVs requiring treatment not available locally to designated evacuation points. This may include accompanying evacuated PCVs to these points.

C.6. Coordinate, or when contractor's credentials permit, conduct annual and termination medical and dental evaluations, including laboratory tests, for all Volunteers in accordance with Medical Technical Guidelines.

C.7. Seek consultation with the Regional Medical Officer (RMO) and/or the Office of Volunteer Support to assist with case management and referrals.

C.8. Seek prompt consultation with VS for all health conditions that may present a high risk to the Volunteer or others. It shall be the PCMC's responsibility to ensure that privileged information in medical documents is protected in order to comply with medical confidentiality and Privacy Act provisions. Note that medically confidential information is NOT to be transmitted by non-secure electronic means.

C.9. Adhere to the Medical Technical Guidelines for policy on the management of specific clinical conditions. If there is a compelling reason for non-adherence to the Medical Technical Guidelines, the PCMC must consult Volunteer Support for concurrence.

D.Counseling

The Contractor shall:

D.1. Provide emotional support and short-term counseling services in accordance with Medical Technical Guidelines.

D.2. Assess Volunteers for signs and symptoms of emotional disorders and substance abuse, and provide support and referral as set forth in Medical Technical Guidelines.

D.3. Establish a mental health referral network; oversee referral interventions; and document referrals in the medical record.

E. Program management/administration

The Contractor shall:

E.1. Establish and operate a health unit; maintain supplies of medications, health and medical equipment to meet anticipated routine and emergency medical needs. In collaboration with the Peace Corps Country Director and the Associate Peace Corps Director for Administration, order, stock, and inventory medical supplies and equipment. All medicines, medical supplies and equipment provided or paid for by the Peace Corps shall be for the sole and exclusive purpose of treating Trainees and Volunteers and other eligible persons, who may include employees or contractors of other United States Government agencies.

E.2. Maintain regularly scheduled and announced office hours in the Peace Corps health unit. The schedule for regular office hours will be determined with the approval of the Country Director. The PCMC is a fully participating member of the in-country Peace Corps staff.

In this capacity, the PCMC may be called upon to provide health/medical care to Volunteers and other eligible personnel after duty hours and on week-ends and holidays. The PCMC will be "on-call" after hours and on week-ends and holidays for medical and/or mental health emergencies for all personnel eligible for the PCMC's services.

Policy regarding adjustable work schedules and extra time off differs from country-to-country and is developed by each Country Director to meet the specific program needs of each post. The PCMC may adopt or modify an adjustable work schedule, or take extra time off in addition to the annual leave specified in this contract, only after advance written agreement is reached with the Country Director.

E.3. Advise the CD of foreseeable PCMC absences sufficiently in advance to permit arrangement for coverage. In the event the PCMC is sick, on vacation or unavailable due to (a) accompanying a medical evacuation;

(b) attendance at a Peace Corps conference; or (c) an authorized field trip away from the office, Volunteer Support and the Country Director shall be responsible for arranging adequate coverage. The PCMC will assist VS and the Country Director in arranging such coverage.

E.4. Participate in staff meetings and assist with the formation of all in-country policies that have potential impact on Volunteer health/safety. Maintain administrative records and planning systems and participate in the budgetary planning process.

E.5. Administer the in-country Volunteer Health Support Program in compliance with Peace Corps policies and procedures as outlined in the Medical Technical Guidelines and Manual Sections.

E.6. Maintain clinical records - referred to as the "Volunteer Health Record" - in accordance with specifications set forth in the Medical Technical Guideline, "Health Records." Ensure medical confidentiality and compliance with the provisions of the Privacy Act, HIPAA, the Peace Corps Manual Section on Medical Confidentiality and Medical Technical Guideline, "Medical Confidentiality."

E.7. Establish in-country, regional, and long distance medical evacuation plans in collaboration with VS and the Country Director and other in-country Peace Corps staff.

E.8. Provide the CD and VS with status reports on health and safety concerns, including objectives of the health care program and identified in-country health risks.

E.9. Keep the CD and VS informed of major health and safety problems which have programmatic impact. This includes, but is not limited to assaults, illnesses that interfere with Volunteers' activities, or Volunteer medical evacuation and/or hospitalization.

E.10. Advise the CD and VS of needed clinical and administrative support when applicable.

E.11. Review all proposed medical expenditures and provide professional advice to VS relative to payment.

E.12. Provide VS with regular and timely status reports, (i.e., ongoing consultations, hospitalizations, assaults, etc.)

E.13. Submit monthly epidemiological surveillance data to VS and other reports as appropriate to VS and the CD.

E.14. Maintain effective, timely and appropriate liaison and cooperation regarding health programming and clinical services called for under this contract with the CD and other members of the in-country staff.

E.15. Ensure, to the best of the PCMC's ability, that all physicians, dentists, laboratories, hospitals or clinics providing services in conjunction with this contract are professionally qualified through guidance by VS.

E.16. Attend CME courses and Medical Overseas Staff Training in Washington when invited by VS.

F. Mentoring and on-the-job training of other PCMCs

The Contractor shall:

F.1. Provide mentoring and on-the-job training, as indicated and appropriate, to other PCMCs assigned to the Peace Corps health unit in-country. Such training should be undertaken with the approval of VS and in consultation with the CD. "Other PCMCs" may include back-up/coverage and temporary duty (TDY) personnel, as well as colleagues who are under Peace Corps contract to provide health care to Volunteers, and share responsibility for the management of the in-country Volunteer health care system.

F.2. Provide long-term on-the-job training for a PCMC colleague, if program circumstances indicate the need. It is the goal to guide his/her preparation to eventually assume the full roles and responsibilities of the PCMC. This should be undertaken only with the approval of, and in consultation with both VS and CD.

G. Evaluations of PCMCs

At the conclusion of the mentoring period and annually, the Country Director and Volunteer Support will jointly evaluate the PCMC's performance of duties under this contract in accordance with criteria set forth in the Medical Technical Guidelines. The initial evaluation at the conclusion of the mentoring period will include any assessments conducted by Peace Corps during the mentoring period.

H. Travel within Country

All travel will be coordinated with and approved by the Country Director. If indicated by country/program needs, travel will be planned and undertaken in collaboration with other Peace Corps staff.

The Contractor shall:

H.1.Travel to and be prepared to stay at training sites on a regular basis as program needs dictate in order to provide Volunteers with health training, preventive care (e.g. immunizations), and clinical intervention as needed.

H.2.Undertake routine visits to Volunteer living sites on a schedule developed in collaboration with the CD and other Peace Corps staff.

I. Travel outside of Country

The Contractor is subject to worldwide availability and may be requested by the Peace Corps to be reassigned or transferred permanently to another Peace Corps Post/Headquarters or perform temporary duties (TDY) as required and to travel to other assignments within Peace Corps' medical systems and others as assigned. Any such reassignment or transfer shall be subject to agreement of the Contractor. The Scope of Practice as defined will remain the same; however the duties may be subject to change as determined by the Associate Director of Volunteer Support.